



UNITED STATES EMBASSY OTTAWA, CANADA  
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5263, FAX: (613) 688-3055

**Location:** OTTAWA, CANADA

## **HUMAN RESOURCES ASSISTANT**

**VACANCY NUMBER: 10-51**

Tuesday, September 07, 2010

**This Vacancy is Open**

**OPEN TO:** U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Members of Household (MOHs)

**POSITION:** Human Resources Assistant **Grade:** FP-6

**OPENING DATE:** Tuesday, September 07, 2010

**CLOSING DATE:** Tuesday, September 21, 2010

**WORK HOURS:** 40 hours per week

**SALARY:** FP-6

**LENGTH OF HIRE:** FMA

**NOTE:** ONLY U.S. CITIZEN ELIGIBLE FAMILY MEMBERS (USEFMS) and U.S. CITIZEN MEMBERS OF HOUSEHOLD (MOHs) OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION (COM) AUTHORITY, AS DEFINED ON PAGES THREE AND FOUR, AND CURRENT EMPLOYEES OF THE MISSION ARE ELIGIBLE FOR CONSIDERATION.

The U. S. Embassy in OTTAWA is seeking Eligible Family Member or Member of Household for employment in CANADA for the position of Human Resources Assistant in the Human Resources Office.

### **BASIC FUNCTION OF POSITION**

The incumbent serves as a Human Resources Assistant responsible for a full range of American personnel services. As such, the incumbent provides guidance to American staff members on a variety of leave, compensation, benefit and travel regulations and processed related documents.

#### **A. American E-Performance Program Coordination**

The incumbent supports the Human Resources Officer (HRO) with the coordination of annual E-Performance Program for all American Foreign Service personnel mission-wide. Duties include helping the HRO review the on-line evaluations for completeness and making sure they comply with the regulations. Incumbent will help HRO in setting up on-line Review Panels. Supports the HRO in panel briefing on responsibilities of the panel prior to the Employee Evaluation Report (EER) due date. Ensures all JF-57s are received in Washington by the May 15 deadline. Must

learn and be able to explain State Department regulations regarding the evaluation process; must also be able to explain how to access e-Performance. Tracks all Work Requirements Statements (WRS) and EERs in the e-Performance database. Modifies reports when requested to determine status of WRS and EERs for all posts. Must be able to convey specific State Department EER policy and procedures to American officers and specialists at all levels. Tracks EER due dates for entry level American officers and EFMs who are evaluated on a different schedule than tenured officers. Coordinates EER preparation, review and submission of EERs for all.

#### B. American Program Support

e-QIP: The incumbent will support the EFM employment process by requesting sensitive and non-sensitive security clearances. S/he will enter the required data to "initiate" an applicant into the e-QIP database and will release the request to DS Washington after the incumbent completes the on-line security application form. Follows-up and monitors progress of security clearance requests and notifies HR staff, supervisor and applicant when the clearance is granted.

EFM Program: Responsible for the administration of EFM American positions. Provides full orientation to newly hired family members, including a briefing on benefits and employment regulations, a tour of the embassy and background information on the organization, and ensures the new hire completes all required forms. Explains EFM policies and benefits (Thrift Savings Plan (TSP), Federal Employee's Health Benefits (FEHB) Federal Employee Group Life Insurance (FEGLI)) to selected and prospective applicants, to include periodic group briefing sessions. Maintains, updates, delivers and explains EFM evaluation and employment information packets to new EFM employees. Prepares personnel actions for all EFM appointments and resignations and tracks and coordinates EFM evaluations. Responsible for the inputting, modifications and removal of EFM information from the WebPass Post Personnel database system. Responsible for any changes/updates for the Family Member Employment Handbooks (Family Member Appointments (FMA), EFM and Personnel Services Agreements (PSA)).

Seasonal Hire Program: Coordinates with HRO and Community Liaison Officers (CLOs) on the Seasonal Hire Program for student EFMs between the ages of 16-23 who want to work during summer and holiday breaks. The duties will mainly involve preparing personnel actions and PSAs, entering them in e-QIP early in the program and briefing them on their salary entitlement, terms of employment and how to access pay statements.

Check In/ Checking Out Process: Responsible for coordinating with the CLO in acting as principal contact for new American arrivals. Responsible for check-in and check-out procedures for American employees.

Administrative Duties: Assists HRO with the administration of the Foreign Service Officer (FSO) Exam twice a year. Oversees the management of the Combined Federal Campaign (CFC) and Open Season Health Program. Prepare memos, letters and faxes to send via mail, e-mail or FedEx in relation to American program support. Performs ad hoc duties as required to assist the HRO, particular where duties or issues require a security clearance. Assists with preparations and follow-up for VIP visits and Office of the Inspector General (OIG) inspections as they relate to HR and may help HRO prepare materials for the Mission Strategic Plan annual submission. Helps develop process maps for American services not mapped to date, i.e., the American evaluation program. Assists HRO in researching information via internet as necessary to continually improve and develop American

and Locally Engaged (LE) Staff programs. Responsible for maintaining Gift Disclosure list. Responsible for Post Language Program coordination. Coordinates SF 278 and OGE 450 submissions.

Duty Roster: Has overall responsibility for the preparation and updating of the duty roster list, including twice yearly distribution, placement of new Officers on the schedule and removing departing Officers from the schedule. Alerting the Deputy Chief of Mission (DCM), Regional Security Office (RSO), Management (MGT) and Detachment Commander of any and all changes as necessary.

#### C. Intern Program

Point of contact for the Western Hemisphere Affairs (WHA) Bureau regarding the State Department American intern program. Checks with Embassy offices and constituent posts to see if an intern is wanted and prepares telegram for submission to the Department. Supports management of the LE Staff student intern program with Deputy Human Resources Officer (D/HRO), which entails coordinating with requesting offices, advertising positions and other administrative matters leading up to the selection of the student. Serves as the initial point of contact for American interns to Ottawa; provides interns with information regarding their posting and may assist or provide information to the interns on suitable housing. Incumbent will issue letter of introduction that the intern will bring with him/her when coming into Canada.

#### D. Other Duties

Drafts and Issues monthly HR newsletter. Other human resources duties as assigned.

### QUALIFICATIONS REQUIRED

**NOTE: In the SUBJECT line of the online submission, please indicate the job announcement number and title.**

**All applicants must address each of the six required qualifications detailed below with specific and comprehensive information supporting each item. Interested candidates for this position MUST submit a Universal Application for Employment as a Locally Employed Staff or Family Member (DS - 174) UAE. The form is available online at <http://ottawa.usembassy.gov/>**

**Additionally, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter AND in the SUBJECT line when submitting electronically.**

**PLEASE NOTE: In the SUBJECT line of the online submission, please indicate your preference status i.e. USEFM, US Veteran, Permanent Resident, Dual Citizen, and/or Canadian Citizen.**

**In a situation where additional announcements are published to advertise this position, the job function, required qualifications, and other terms and definitions contained in this official, approved Embassy advertisement shall be used as the controlling document for purposes of screening and selecting qualified candidates.**

is required.

(Please submit a copy of the required education credentials with your application.)

**2. Experience:** A minimum of three years of experience in HR or a closely related field, with progressively responsible office experience performing administrative office work involving application of regulatory material is required.

**3. Language:** Level IV (fluent) reading/writing/speaking English is required.

**4. Knowledge:** Good working knowledge and understanding of pertinent HR regulations and procedures in regards to employee orientation programs, employee relations and employee performance programs plus an in-depth knowledge of State Department HR regulations and procedures is required.

**5. Skills and Abilities:** Excellent computer and data entry skills are required.

**6. Interpersonal Skills:** Tact in dealing with American and LE Staff clients on HR issues is required.

### SELECTION PROCESS

Only U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Members of Household (MOHs) will be considered for this position. It is essential that the candidate address the required qualifications above in the application.

When equally qualified, U.S. Citizen Eligible Family Members (USEFMs), and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Candidates for employment are normally hired at the first step of the grade of the position. However, HR Ottawa may consider previous salary history in determining a salary level above Step 1. Documentation must be provided to confirm salary rates above Step 1. For USEFMs, an SF-50 personnel action is required.

### ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently-employed U.S. Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently-employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. Candidates must be able to obtain and hold a SECRET security clearance for this position and pass a medical examination.

7. Testing may be conducted to ensure eligibility levels for specified skills and abilities are met. Overall score ranges for testing through the Brainbench online program are provided under "Definitions" on page 4.

**TO APPLY**

All applicants must submit a cover letter addressing each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications. Please state the Job Announcement number and Job Title in the 'SUBJECT' line of your electronic (e-mail) your submission.

U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter and in the 'SUBJECT' line of your electronic submission to expedite the screening process.

Interested applicants for this position MUST submit the following:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174).

The form is available online at <http://ottawa.usembassy.gov/>

PLEASE NOTE: RESUMES WILL NOT BE ACCEPTED. IT IS A REQUIREMENT THAT ALL JOB APPLICATIONS BE SUBMITTED ON THE UAE (DS-174)

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form

DD-214 (Report of Separation from the Armed Forces of the United States.)

This form must accompany their application.

3. Any other documentation (e.g., education verification (copy of degree), essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

4. SF-50 Personnel Actions which reflect employment status and Highest Previous Rate

(HPR) of salary must be provided by U.S. Citizen Eligible Family Members (USEFMs).

**SUBMIT APPLICATION TO:** Human Resources Office  
American Embassy  
P. O. Box: 866  
Station: B  
Ottawa ON K1P 5T1

You may also e-mail the Applications to:  
([ottawahr@state.gov](mailto:ottawahr@state.gov)) and Reference Job Announcement number.

**POINT OF CONTACT:** Robin D. Boucher  
Phone: (613) 688-5263

**DEFINITIONS**

- U.S. Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,

- EFM (see below) at least 18 years of age; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG Agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM3232.2.

II. EFM: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex Domestic Partner (as defined in (3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, step-children and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including step-parents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including step-sisters and step-brothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

III. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

An MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside other Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

IV. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

V. Ordinarily Resident (OR) - A Foreign National or U.S. Citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. Citizens, are compensated in accordance with the Local Compensation Package (LCP).

**Test Information:****\* Proficiency Level Descriptions - Brainbench Standardized Test Score Results**

The proficiency levels describe in very general terms what typical examinees know and their capabilities in an applied setting. Score ranges for proficiency levels of skills and abilities as tested through the Brainbench online program are as follows:

**NOVICE: 1.00 - 1.50:** Demonstrates an understanding of only the most basic concepts contained within this topic. Individual will most likely require formal training or self-study before receiving any assignments in this area.

**BASIC: 1.51 - 2.50:** Demonstrates an understanding of the fundamental concepts involved with this topic. Knowledge level appears equivalent to that gained through introductory courses. May require supplemental training and close supervision to develop a working knowledge level to be able to perform assignments independently.

**PROFICIENT: 2.51 - 3.50:** Demonstrates a solid understanding of core concepts within this topic. Appears capable of working on most projects in this area with moderate assistance. May require some initial assistance with advanced concepts.

**ADVANCED: 3.51 - 4.50:** Demonstrates a clear understanding of many advanced concepts within this topic. Appears capable of mentoring others on most projects in this area.

**EXPERT: 4.51 - 5.00:** Demonstrates understanding of most advanced concepts within the subject area. Appears capable of mentoring others on the most complex subjects.

**CLOSING DATE FOR THIS POSITION: TUESDAY, SEPTEMBER 21, 2010**

**The U.S. Mission in Canada provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.**

**The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.**

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